

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	0	((call NEAR routing) NEAR strategy) and anticipation).clm.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/15 12:30
L2	321	(access\$9 NEAR7 (product \$2 NEAR2 service\$2)).clm.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/15 12:32
L3	2	(((retriev\$9 NEAR customer) NEAR specific NEAR information)).clm.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/15 12:33
L4	0	((((retriev\$9 NEAR customer) NEAR specific NEAR information) NEAR8 account)).clm.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/15 12:36
L5	0	((call NEAR routing) NEAR strategy) AND decid\$9).clm.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/15 12:37
L6	0	((call NEAR routing) NEAR strategy) NEAR8 decid\$9).clm.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/15 12:37
L7	0	((call NEAR routing) NEAR strategy) NEAR8 server).clm.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/15 12:38
L8	3	((routing NEAR2 signal) NEAR6 (interactive ADJ voice)) AND (plurality NEAR2 sites)).clm.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/15 12:40
L9	0	(((input NEAR3 caller) NEAR4 (interactive ADJ voice)) NEAR5 ident\$9) NEAR25 pre-formed).clm.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/15 12:44

L10	0	1 and 2 and 3 and 4 and 5 and 6 and 7 and 8 and 9	US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/15 12:45
L11	3	(((((database NEAR2 customer) NEAR specific) NEAR information) NEAR8 account)).clm.	US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/15 12:49
L12	0	(database NEAR12 (product \$2 NEAR2 service\$2)).clm.	US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/15 12:51
L13	0	((call NEAR routing) NEAR strategy) NEAR5 computer).clm.	US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/15 12:52
S1	1	"6714642".pn.	US_PGPUB; USPAT	OR	ON	2007/05/21 08:47
S2	5	"799712".ap.	US_PGPUB; USPAT	OR	ON	2007/05/17 14:43
S3	17	dhir.in.	US_PGPUB; USPAT	OR	ON	2007/05/17 14:44
S4	140905	"379"/\$.ccls. "455"/\$.ccls.	US_PGPUB; USPAT	OR	ON	2007/05/21 08:48
S5	36646	rout\$9 and call42 and product\$9 service\$9 and customer\$2 and purchase	US_PGPUB; USPAT	OR	ON	2007/05/21 08:58
S6	3293	S4 and S5	US_PGPUB; USPAT	OR	ON	2007/05/21 09:01
S7	593	379/265.02.cccls.	US_PGPUB; USPAT	OR	ON	2007/05/21 09:02
S8	100	S5 and S7	US_PGPUB; USPAT	OR	ON	2007/05/21 09:03
S9	64	S8 and @ad<="20021104"	US_PGPUB; USPAT	OR	ON	2007/05/21 09:07
S10	188160	"379"/\$.cccls. "455"/\$.cccls. "705"/\$.cccls.	US_PGPUB; USPAT	OR	ON	2007/05/21 09:08
S11	18353	S5 and S10	US_PGPUB; USPAT	OR	ON	2007/05/21 09:09
S12	1103	S11 and customer\$2.clm. and service\$2.clm. and product\$2.clm.	US_PGPUB; USPAT	OR	ON	2007/05/21 09:10
S13	34	S12 and (route\$9 with product\$2 with service\$2)	US_PGPUB; USPAT	OR	ON	2007/05/21 09:14
S14	19	S13 and @ad<="20021104"	US_PGPUB; USPAT	OR	ON	2007/05/21 09:42

S15	565	cross-selling	US-PGPUB; USPAT	OR	ON	2007/05/21 09:41
S16	385	S15 and S10	US-PGPUB; USPAT	OR	ON	2007/05/21 09:42
S17	197	S16 and @ad<="20021104"	US-PGPUB; USPAT	OR	ON	2007/05/21 09:49
S18	91	S17 and predict\$9	US-PGPUB; USPAT	OR	ON	2007/05/21 15:03
S19	42	S18 and (predict\$9 with customer\$2)	US-PGPUB; USPAT	OR	ON	2007/05/21 09:51
S20	17	( "6175563" or "6301351" or "6311231" or "6327359" or "6330327" or "6038552" or "6301567" or "6513018" or "6597775" or "5878130" or "5898762" or "5917893" or "5974120" or "6049811" or "6134315" or "20020029154" or "20020049691" ).pn.	US-PGPUB; USPAT	OR	ON	2007/05/21 11:14
S21	188160	"379"/\$.ccls. "455"/\$.ccls. "705"/\$.ccls.	US-PGPUB; USPAT	OR	ON	2007/05/21 15:04
S22	565	cross-selling	US-PGPUB; USPAT	OR	ON	2007/05/21 15:04
S23	385	S22 and S21	US-PGPUB; USPAT	OR	ON	2007/05/21 15:04
S24	197	S23 and @ad<="20021104"	US-PGPUB; USPAT	OR	ON	2007/05/22 07:30
S25	91	S24 and predict\$9	US-PGPUB; USPAT	OR	ON	2007/05/21 15:04
S26	20	S25 and (additional\$3 with product\$s with service\$2)	US-PGPUB; USPAT	OR	ON	2007/05/21 16:08
S27	7691	data adj mining	US-PGPUB; USPAT	OR	ON	2007/05/21 16:09
S28	1748	S27 and S21	US-PGPUB; USPAT	OR	ON	2007/05/21 16:09
S29	197	S28 and predict\$9.clm.	US-PGPUB; USPAT	OR	ON	2007/05/21 16:10
S30	0	S29 and @ad,="20040315"	US-PGPUB; USPAT	OR	ON	2007/05/21 16:11
S31	134	S29 and @ad<="20040315"	US-PGPUB; USPAT	OR	ON	2007/05/21 16:12
S32	4	S31 and cross-selling	US-PGPUB; USPAT	OR	ON	2007/05/21 16:12
S33	188334	"379"/\$.ccls. "455"/\$.ccls. "705"/\$.ccls.	US-PGPUB; USPAT	OR	ON	2007/05/22 07:31
S34	565	cross-selling	US-PGPUB; USPAT	OR	ON	2007/05/22 07:31

S35	385	S34 and S33	US-PGPUB; USPAT	OR	ON	2007/05/22 07:31
S36	197	S35 and @ad<="20021104"	US-PGPUB; USPAT	OR	ON	2007/05/22 07:31
S37	19	S36 and (rank\$9 with product\$2)	US-PGPUB; USPAT	OR	ON	2007/05/22 07:32
S38	0	10/799712	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/10 18:36
S39	8	pre-formed and (call NEAR routing)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/11 15:28
S40	0	pre-formed SAME (call NEAR routing)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/11 15:31
S41	231	predict\$9 SAME (call NEAR routing)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/11 15:32
S42	7	S41 and (cross-selling OR (cross NEAR selling))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/11 15:33
S43	13	S41 and proactive	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/11 15:49
S44	10	S43 and @ad<="20040315"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/11 15:49
S45	246	(predict\$9 OR pre-call) SAME (call NEAR routing)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/11 17:05
S46	7	S45 and (cross-selling OR (cross NEAR selling))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/11 17:06

S47	13	S45 and proactive	US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/11 17:06
S48	13	S45 and (proactive OR proactive)	US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/11 17:07
S49	2	S45 and (probabilit\$9 WITH (customer NEAR5 information))	US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/11 17:09
S50	397	379/265.1-265.13.ccls.	US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/11 17:12
S51	3	S50 and (probabilit\$9 WITH (customer NEAR5 information))	US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/11 17:13
S52	134	S50 and (predict\$9 OR pre-call OR pre-form\$9)	US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/11 17:21
S53	18	S50 and ((predict\$9 OR pre-call OR pre-form\$9) SAME (call NEAR routing))	US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/11 17:22
S54	15	S53 and @ad<= "20040315"	US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/11 17:22
S55	994	((call NEAR1 rout\$9) NEAR4 customer) AND ((information OR data) NEAR4 (product OR service))	US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/11 17:36
S56	44	S55 and ((predict\$9 OR pre-call OR pre-form\$9) SAME (call NEAR routing))	US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/11 17:37

S57	34	S56 and @ad<="20040315"	US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/11 17:37
S58	3845	(call NEAR rout\$9) and (information NEAR8 (product OR service)) and (information NEAR5 customer)	US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/12 15:28
S59	99	S58 and (cross-sell OR cross- sell\$9)	US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/12 15:30
S60	46	S59 and @ad<="20040315"	US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/12 15:30

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